

How Are We Doing?

We need your help to continue improving our services.

Welcome to the Louisiana Department of Revenue. We are pleased to have you visit this office.

We have one primary job – to implement the tax laws of Louisiana fairly and professionally. It is very important to provide professional quality service. This means...

- Easy-to-make appointments
- Quick telephone access
- Friendly personnel
- Prompt access to expert assistance
- Rapid and fair resolution of *your* concerns

You are the one who can tell us whether we have been successful. We value your comments. We want to hear about the things we do right and the things we could improve.

Will you let us know?

It is important to us that we do things right.

You may mail this card to:
Taxpayer Services Division
Louisiana Department of Revenue
P. O. Box 3863
Baton Rouge, LA 70821-3863

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continue improving our
service. Please take a
moment to provide us
with your comments.



Louisiana Department of Revenue

How would you evaluate your experience at the Louisiana Department of Revenue in terms of...

	Excellent	Very Good	Good	Fair	Poor
General					
Front Desk Clerk/Receptionist	5	4	3	2	1
Professional Staff	5	4	3	2	1

Problem Solving

How good a job did we do with the problem or concern that brought you in to see us?	5	4	3	2	1
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Our Overall Performance	5	4	3	2	1
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Comments: Please note any comments you have about our service or suggestions that you feel would help us provide better service in the future.

If any of our staff were especially helpful, please let us know who they are and how they were helpful so that we can show them our appreciation.

Staff member's name

Date of visit

If you would like to speak with a Louisiana Department of Revenue representative about any of the issues identified above, please fill out the information below and a representative will contact you.

Name

Address

Daytime telephone number ()

Background

In what role were you contacting the Department of Revenue today?

- 1 Taxpayer
- 2 CPA Representing a Taxpayer
- 3 Attorney Representing a Taxpayer
- 4 Other Representative of a Taxpayer
- 5 Representative of a Local or State Agency
- 6 Representative of a Federal Agency
- 7 Other

Please indicate which unit/division you primarily had contact with today by marking one of the items below (please mark only one).

- 1 Office of the Secretary
- 2 Alcohol & Tobacco Control
- 3 Audit Review
- 4 Collection
- 5 Controller's Office
- 6 Corporate Taxes
- 7 District or Regional Office
- Location:
- 8 Excise Taxes
- 9 Charitable Gaming
- 10 Field Services
- 11 Human Resources
- 12 Information Services
- 13 Internal Audit
- 14 Legal
- 15 Louisiana Tax Commission
- 16 Louisiana Tax Free Shopping Commission
- 17 Operations
- 18 Personal Income Tax
- 19 Post Processing Services
- 20 Research and Technical Services
- 21 Sales Taxes
- 22 Severance Taxes
- 23 Special Investigations
- 24 Support Services
- 25 Taxpayer Services
- 26 Training
- 27 Other